

Section Two: Program Response Items

2.A. Up-front Workforce Attachment Services

Summary

Administrator's Memo 04-19, *W-2 Up-front Workforce Attachment Process*, describes the Department's expectations with respect to up-front workforce attachment services. In order to formulate your agency's response to the new Response Items below, your agency should review the following portions of Section Two of your current W-2 Plan:

- 2.1 *Participant Flow*
- 2.2 *Participant Employment Services*
- 2.4 *Job Retention and Advancement*

Response Items

Employability Screening

- 2.A.1. How will your agency assess the job seeker's service needs and their readiness to participate in up-front job search activities?
- 2.A.2. What staff, within your agency or within the broader workforce development/job center system, will perform the employability screening and what experience and training qualifies them to perform this function?

Assisting with Service Needs and Options

- 2.A.3. How will your agency use the information gathered through the employability screening process to connect the job seeker with employment services that will facilitate linkages with unsubsidized employment and/or education and training?

Conducting Career Planning and Intensive Job Search Activities

- 2.A.4. Describe what career planning activities will be offered, when they will be offered and the setting in which they will be provided.
- 2.A.5. Describe what job search activities will be offered, when they will be offered and the setting in which they will be provided.
- 2.A.6. Describe tools that your agency will use to conduct career and educational needs assessments.
- 2.A.7. What staff, within your agency or within the broader workforce development/job center system will conduct the career planning and intensive job search activities and what experience and training qualifies them to perform these functions.

Employability Planning

- 2.A.8. Explain how your agency will use local labor market information and the job seeker's career and educational assessments in the development of the job seeker's employability plan.

Expected Outcomes

- 2.A.9. Describe outcomes your agency expects as a result of your program design for up-front workforce attachment services.

2.B. Job Development, Retention and Advancement

Summary

Job development, retention and advancement are critical for assisting participants to become self-sufficient and improving the quality of their lives. These services are crucial when providing up-front workforce attachment services as well as services to ongoing participants. Refer to Administrative Memos 04-19, *W-2 Up-front Workforce Attachment Process* and 04-20, *Strategic Focus in Community Service Jobs*, and W-2 Manual Chapters 5 and 8. Additionally, in order to formulate your agency's response to the new Response Items below, your agency should review the following portions of Section Two of your current W-2 Plan:

2.2 Participant Employment Services

2.4 Job Retention and Advancement

Response Items

- 2.B.1. Explain what information the W-2 agency job developer or other staff providing job development services, will gather about the job seeker in order to solicit job openings, market job seekers to employers and arrange job interviews.
- 2.B.2. Describe the agency's job search services.
- 2.B.3. Explain how your agency collaborates with other providers in making and maintaining contacts in a wide variety of industries. Also explain how your agency learns the local business trends. Include what services you will provide to employers to ensure appropriate connections to economic initiatives.
- 2.B.4. Describe job retention and advancement services you will offer participants who become employed.
- 2.B.5. Describe what staff, within your agency or within the broader workforce development/job center system, will conduct the job development functions and what experience and training qualifies them to perform these functions.
- 2.B.6. Describe outcomes your agency expects as a result of the job development, retention and advancement services you provide.

2.C. Community Service Job (CSJ) Administration

Summary

Administrator's Memo 04-20, *Strategic Focus in Community Service Jobs*, describes the Department's expectations with respect to W-2 agency administration of the CSJ employment position. In order to formulate your agency's response to the new Response Items below, your agency should review the following portions of Section Two of your current W-2 Plan:

2.2.1 W-2 Employment Position Development

2.2.2 W-2 Participant Placement in W-2 Employment Positions

2.2.3 Employer Services

2.2.4 Financial Employment Planning and Case Management

2.5 Education and Training Services

Response Items

Structure and variety in CSJ placement options

- 2.C.1. Describe how and to what extent your agency plans to establish multiple specific types of CSJs and/or expand its use of pro-rated CSJs, and what employer recruitment efforts and administrative techniques (such as staff specialization or training) your agency will use to support a diversified CSJ program.

Targeting and planning of CSJ placements

- 2.C.2. Describe any more specific guidelines, beyond the general participant characteristics identified in current policy, through which your agency will determine the appropriateness of each CSJ placement, and/or any more specific means, beyond the standard W-2 Employability Plan, through which your agency will connect that CSJ assignment (and its activities) with a comprehensive employability planning process.

Case management and monitoring of CSJ participants

- 2.C.3. Describe how your agency will ensure that each CSJ participant engages in appropriate activities for as close as possible to 40 hours per week, remains in the CSJ no longer than necessary to meet employability goals, and, while in the CSJ, receives contact-intensive case management and high-quality worksite supervision.

Integration of job search into CSJ participation

- 2.C.4. Describe specific measures your agency will take to use each participant's CSJ placement to support an intensive job search and placement strategy in a particular skill or occupational area.

Expected Outcomes

- 2.C.5. Describe your agency's projected participant outcomes in relation to your program design and delivery of its CSJ program.

2.D. Social Security Disability Income (SSDI) and Supplemental Security Income (SSI) Advocacy

Summary

Section 18.9.0 of the W-2 Manual describes the Department's expectations with respect to SSDI/SSI advocacy. In order to formulate your agency's response to the new Response Items below, your agency should review the following portion of Section Two of your current W-2 Plan:

2.2.5 Serving a Population with Serious and Multiple Barriers to Employment

Response Items

- 2.D.1. What method(s) will your agency use to identify participants who are appropriate for referral to SSDI/SSI?
- 2.D.2. What types of SSDI/SSI advocacy services will your on-staff SSDI/SSI advocate or contracted SSDI/SSI advocate agency provide?
- 2.D.3. If your agency has an SSDI/SSI advocate on staff, describe the training your advocate obtains in order to provide comprehensive advocacy services. If your agency trains its own SSDI/SSI advocates, describe the training program

designed by your agency. If your agency refers your employees to an SSDI/SSI advocacy training program sponsored by an outside resource, include a description of that resource's training program.

- 2.D.4. Describe outcomes your agency expects as a result of your program design for SSDI/SSI advocacy.

2.E. W-2 Participant Services Review Prior to Case Closure (Required)

Summary

Operations Memo 04-34, *Wisconsin Works (W-2) Case Closures*, describes the Department's existing policies with respect to closing W-2 cases for failing to cooperate with program requirements. Operations Memo 04-34 also describes the Department's expectations with respect to exploring potential barriers that may be interfering with a participant's ability to participate *prior* to finding a participant ineligible and closing a participant's case.

Response Items

- 2.E.1. Describe the actions your FEPs are required to take in order to uncover why a participant has not cooperated with program requirements.
- 2.E.2. Describe the steps your FEPs are required to take to address barriers that may have caused the non-cooperation.
- 2.E.3. Describe your agency's internal monitoring process that will help ensure that FEPs are applying the case closure policies consistently, including appropriately documenting the actions necessary to uncover and address barriers that may have caused non-cooperation.

2.F. Refugee Services Plan (Required for W-2 agencies with increased funding needs due to refugee resettlement. The deadline for completion of this subsection is September 17, 2004.)

Summary

Administrator's Memo 04-22, *Refugee Service Plan and Co-Case Management*, describes the Department's expectation for coordination and delivery of services to refugees.

Response Items (Respond to question 1 or 2 below and to 3.)

- 2.F.1. If your geographic area(s) includes a voluntary resettlement agency and/or refugee employment and training provider, indicate how you will coordinate service delivery by completing the Refugee Service Plan template (Attachment B). The W-2 agencies in affected areas should convene a meeting of the Voluntary Resettlement Agency (VOLAG[s]) and the refugee Employment and Training agency in order to complete the template.

Or

- 2.F.2. If your geographic area does not include a voluntary resettlement agency and/or refugee employment and training provider, how will the voluntary agency

inform you of arrivals and services provided? Will you refer Refugee Cash Assistance (RCA) recipients to a neighboring refugee agency, or serve them within the Food Stamp Employment and Training program?

And

- 2.F.3. Identify how many refugee participants will obtain full-time employment and indicate anticipated timeframes.